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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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10/071,465

02/08/2002

Laurent Philonenko

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EXAMINER

MEINECKE DIAZ, SUSANNA M

ART UNIT

PAPER NUMBER

3694

SHORTENED STATUTORY PERIOD OF RESPONSE	MAIL DATE	DELIVERY MODE
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3 MONTHS

03/22/2007

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary

Application No.

10/071,465

Applicant(s)

PHILONENKO, LAURENT

Examiner

Susanna M. Diaz

Art Unit

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 10 January 2007.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-34 is/are pending in the application.
- 4a) Of the above claim(s) 12-17 and 30-34 is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-11 and 18-29 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: _____

DETAILED ACTION

1. This final Office action is responsive to Applicant's amendment filed January 10, 2007.

Non-elected claims 12-17 and 30-34 stand as withdrawn.

Claims 1, 18, and 27 have been amended.

Claims 1-11 and 18-29 are presented for examination.

Response to Amendment

2. The previously pending claim objection is withdrawn in response to Applicant's amendment of claim 27.

Response to Arguments

3. Applicant's arguments with respect to claims 1-11 and 18-29 have been considered but are moot in view of the new grounds of rejection, which are necessitated by Applicant's claim amendments.

4. Also, Examiner notes that, as per MPEP § 2144.03(C), the statements of Official Notice made in the art rejection have been established as admitted prior art since Applicant has not traversed the Examiner's assertions of Official Notice. More specifically, the following statements of Official Notice are now formally established on record as admitted prior art:

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Official Notice is taken that it is old and well-known in the art of communications to integrate a B-ISDN protocol with an Internet protocol.

Official Notice is taken that it is old and well-known in the art of communications to utilize network bridges as an inexpensive and relatively easy way to connect local area network (LAN) segments.

Official Notice is taken that it is old and well-known in the art of automation to manually perform an activity that is typically automated.

Official Notice is taken that it is old and well-known in the art of service provider-customer interactions for a service provider to accept service requests from a user via an interactive voice response unit.

Official Notice is taken that it is old and well-known in the art of service provider-customer interactions for a service provider to accept service requests from a user via an electronic forms processor.

Official Notice is taken that it is old and well-known in the art of cellular phone service for a cellular phone service provider to identify its customers based on their respective cellular phone number(s).

Priority

5. The validity of the claim of priority to application no. 09/127,284 as a continuation-in-part application is questioned since there is no common inventor. Grigory Shenkman is listed as the sole inventor of parent application no. 09/127,284 and Laurent Philonenko is listed as the sole inventor of the instant application.

Furthermore, the instantly claimed invention is not fully disclosed in the parent application; therefore, the currently presented claims will be granted a priority date of February 8, 2002 (i.e., the filing date of the instant application) for purposes of examination.

Claim Rejections - 35 USC § 112

6. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

7. Claims 3 and 19 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Claim 3 recites the limitation "the expectation of benefit" in line 1. There is insufficient antecedent basis for this limitation in the claim. For examination purposes, "the expectation of benefit" will be interpreted as "the expectation of future benefit."

Claim 19 recites the limitation "the expected benefit" in line 1. There is insufficient antecedent basis for this limitation in the claim. For examination purposes, "the expected benefit" will be interpreted as "the expectation of future benefit."

Appropriate correction is required.

Claim Rejections - 35 USC § 103

8. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

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(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

9. Claims 1-3, 6-10, 18-22, and 27 are rejected under 35 U.S.C. 103(a) as being unpatentable over Iwamura (JP 10-51445 A) in view of Levy et al. (U.S. Patent No. 5,291,550). (A human-machine assisted translation, obtained from the web site of the Japanese Patent Office, has been provided. Additionally, the manual translation is incorporated into the Office action to provide further clarification for the human-machine assisted English translation of Iwamura (JP 10-51445 A), previously provided to Applicant.)

Iwamura discloses a quality of service (QoS) implementation system for a client requesting a communication session with a session host, comprising:

[Claim 1] a control node of the session host connected to the system for receiving a session request from the client and for soliciting client data associated with the request

(Detailed Description: ¶ 18 -- The user sends a QOS demand to the network);

a data storage system for storing client data (Abstract; ¶ 22; Detailed Description: ¶¶ 24-25 -- History data is stored. Furthermore, a user's conformance with a traffic agreement is assessed, thereby implying that such a traffic agreement is stored for future reference);

a processor for comparing solicited client data to stored client data and for determining a quality of service option from more than one available option (Detailed Description: ¶¶ 24-25 -- If a user has met the conditions of a traffic agreement, then the

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demanded QOS is maintained and guaranteed. Otherwise, e.g., if the user has insufficient funds, the demanded QOS is not maintained and/or guaranteed); and

an option execution module for executing the selected quality of service option for application to the session (Detailed Description: ¶¶ 24-25 -- If a user has met the conditions of a traffic agreement, then the demanded QOS is maintained and guaranteed. Otherwise, e.g., if the user has insufficient funds, the demanded QOS is not maintained and/or guaranteed);

characterized in that upon receiving a session request at the control node, the control node solicits data from the request and accesses the data storage system to compare the solicited data with data stored therein and wherein depending on the results of data comparison, determining at least an expectation of future benefit, a QoS level appropriate to the criteria governing the comparison is selected and executed for application to the granted session (Detailed Description: ¶¶ 24-25 -- If a user has met the conditions of a traffic agreement, then the demanded QOS is maintained and guaranteed. Otherwise, e.g., if the user has insufficient funds, the demanded QOS is not maintained and/or guaranteed. A person who has the funds to pay for services rendered and pays accordingly can be interpreted as being a more profitable customer than someone who does not have the funds to pay for services rendered and therefore cannot pay for such services. The service provider is expected to reap greater benefit from a user who can pay for a granted session as opposed to a user who cannot pay for the granted session, which is why the service provider guarantees better service to the more financially solvent user. Since a determination of expected benefit is only a

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prediction, there is no requirement that the prediction be 100% accurate; instead, it is a reasonable guess anticipating future behavior, which is an assumption made by lwamura when deciding which QOS level to maintain and/or guarantee for each user based on the user's financial situation);

[Claim 2] wherein the session host is an entity maintaining one or more communication centers (Detailed Description: ¶ 18 -- The user sends a QOS demand to the network);

[Claim 3] wherein the expectation of benefit is profit based (Detailed Description: ¶¶ 24-25 -- If a user has met the conditions of a traffic agreement, then the demanded QOS is maintained and guaranteed. Otherwise, e.g., if the user has insufficient funds, the demanded QOS is not maintained and/or guaranteed. A person who has the funds to pay for services rendered and pays accordingly can be interpreted as being a more profitable customer than someone who does not have the funds to pay for services rendered and therefore cannot pay for such services);

[Claim 6] wherein the control node is a network server (Detailed Description: ¶ 18 -- The user sends a QOS demand to the network);

[Claim 7] wherein the data storage system is a customer resource management database maintained within the communication center subject to the requested session (Abstract; ¶ 22 -- "A QOS management station consisting of a hub and an exchange in a network sets QOS...the QOS management station is provided with a history management part consisting of a CPU, a RAM, a hard disk, etc..."; Detailed Description: ¶¶ 24-25 -- History data is stored. Furthermore, a user's conformance with a traffic

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agreement is assessed, thereby implying that such a traffic agreement is stored for future reference);

[Claim 8] wherein the data storage system is a customer resource management database maintained locally at the control node (Abstract; ¶ 22 -- "A QOS management station consisting of a hub and an exchange in a network sets QOS...the QOS management station is provided with a history management part consisting of a CPU, a RAM, a hard disk, etc..."; Detailed Description: ¶¶ 24-25 -- History data is stored. Furthermore, a user's conformance with a traffic agreement is assessed, thereby implying that such a traffic agreement is stored for future reference);

[Claim 9] wherein application to the session includes propagation of replacement quality of service criteria that takes priority over any existing quality of service already established in the path of communication between the client and the client's destination (Detailed Description: ¶¶ 24-25 -- If a user has met the conditions of a traffic agreement, then the demanded QOS is maintained and guaranteed. Otherwise, e.g., if the user has insufficient funds, the demanded QOS is not maintained and/or guaranteed. The network performs this evaluation and provides the appropriate QOS levels automatically. When a user's demanded QOS is not guaranteed, the user's demanded quality of service can be replaced, e.g., by a lower quality of service);

[Claim 10] wherein determination and execution of an appropriate quality of service option is automated (Detailed Description: ¶¶ 24-25 -- If a user has met the conditions of a traffic agreement, then the demanded QOS is maintained and guaranteed. Otherwise, e.g., if the user has insufficient funds, the demanded QOS is not maintained

and/or guaranteed. The network performs this evaluation and provides the appropriate QOS levels automatically).

Regarding claim 1, Iwamura does not expressly disclose that the session request received from the client is a request for an agent of a session host nor that the expected future benefit is determined as a result of the session. However, Levy makes up for these deficiencies in its teachings of a call center in which callers are economically routed to an agent based on various factors, such as if the caller or call center is willing to pay the extra cost of routing to a remote location or factors regarding the expected profit and cost attributed to the call center's session associated with answering a caller's call (abstract; col. 3, line 46 through col. 4, line 34). As a preliminary note, it should be pointed out that Levy's "customer" is the customer of the call distributor, i.e., Levy's "customer" is contracting services from the call distributor to route calls from its call originators. Levy's routed calls come from call originators. Based on the nature of a call and real-time variables, such as the network load conditions, the expected revenues and costs of a given call are assessed. The analysis of revenues and costs associated with each call yields an understanding of the probable profitability corresponding to each call. Further, the assessment of whether the main purpose of a call is to place an order or receive general information (as taught in the abstract and col. 3, lines 2-3 of Levy) results in a determination of the probable profitability of a call (Levy: abstract). Similarly, Iwamura assesses a quality of service of communication that will be provided and/or guaranteed to users based on each user's ability to pay for the user's desired

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quality of service. As per ¶¶ 24-25 of Iwamura, if a user has met the conditions of a traffic agreement, then the demanded QOS is maintained and guaranteed. Otherwise, e.g., if the user has insufficient funds, the demanded QOS is not maintained and/or guaranteed. A person who has the funds to pay for services rendered and pays accordingly can be interpreted as being a more profitable customer than someone who does not have the funds to pay for services rendered and therefore cannot pay for such services. The service provider is expected to reap greater benefit from a user who can pay for a granted session as opposed to a user who cannot pay for the granted session, which is why the service provider guarantees better service to the more financially solvent user. Both Iwamura and Levy make business decisions that are expected to economically benefit a service provider and each ultimately renders customer service to its users (based on expected profit) accordingly. Additionally, both Iwamura and Levy attempt to minimize expenses to the service provider by controlling the quality of communication service availed to each user who requests service from the service provider. Levy envisions charging a call center for the receipt of calls via 800 numbers as well as charging for 900 numbers (the charges of which are likely applied to a caller's bill) (col. 3, lines 46-67); therefore, Levy describes a specific environment that would benefit from Iwamura's ability to route communications based on a guaranteed QoS while Iwamura's application to a specific environment would expand the usefulness and marketability of Iwamura's invention. Consequently, the Examiner submits that it would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify Iwamura to be applied in the area of routing a client to an agent for a

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communication session such that the session request received from the client is a request for an agent of a session host and the expected future benefit is determined as a result of the session in order to increase the usefulness of Iwamura's invention across various fields (including call center management), thereby making Iwamura's invention more comprehensive and marketable.

[Claims 18-22; 27] Claims 18-22 and 27 recite limitations already addressed by the rejection of claims 1-3 and 6-10 above; therefore, the same rejection applies.

Furthermore, regarding claim 22, Iwamura discloses that, in step (a), the various quality of service options are associated with different levels of bandwidth to be made available for applicable sessions (Detailed Description: ¶¶ 17, 20; claim 5 -- The quality of service effectively refers to a transmission capacity, i.e., bandwidth).

As per claim 27, Iwamura discloses that, in step (d), the client data is solicited dynamically through an automated system (Abstract; ¶ 22; Detailed Description: ¶¶ 24-25 -- The user provides his/her data to the system as needed).

10. Claims 4, 5, 11, 23, 24, 28, and 29 are rejected under 35 U.S.C. 103(a) as being unpatentable over Iwamura (JP 10-51445 A) in view of Levy et al. (U.S. Patent No. 5,291,550), as applied to claims 1, 18, and 27 above, and further in view of Applicant's admitted prior art (i.e., unchallenged Official Notice). (A human-machine assisted translation, obtained from the web site of the Japanese Patent Office, has been provided. Additionally, the manual translation is incorporated into the Office action to

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provide further clarification for the human-machine assisted English translation of Iwamura (JP 10-51445 A), previously provided to Applicant.)

[Claim 4] Iwamura does not expressly teach that its control node is an Internet protocol router. Instead, Iwamura's control node operates using a B-ISDN protocol (Detailed Description: ¶ 2); however, Official Notice is taken that it is old and well-known in the art of communications to integrate a B-ISDN protocol with an Internet protocol. The use of the Internet facilitates more economical global communications. Since Iwamura's success relies on being able to reach customers who desire its broadband services, the Examiner submits that it would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify Iwamura such that its control node includes an Internet protocol router in order to reap the benefits of more economical global communications, including access to a larger body of potential customers.

[Claim 5] Iwamura does not expressly teach that its control node is a network bridge. Instead, Iwamura's control node operates using a B-ISDN protocol (Detailed Description: ¶ 2); however, Official Notice is taken that it is old and well-known in the art of communications to utilize network bridges as an inexpensive and relatively easy way to connect local area network (LAN) segments. The modified version of Iwamura (addressed in claim 4) discusses an Internet-integrated version of Iwamura. A LAN is a more localized version, e.g., a subset, of the Internet that enables local users to share information amongst themselves and have greater control over who has access to this information. Therefore, the Examiner submits that it would have been obvious to one of

ordinary skill in the art at the time of Applicant's invention to modify Iwamura such that its control node includes a network bridge in order to facilitate an inexpensive and relatively easy way to connect local area network (LAN) segments, thereby attracting customers who prefer to share information amongst themselves and have greater control over who has access to this information.

[Claim 11] Iwamura does not expressly teach that the determination and execution of an appropriate quality of service option is manual. Instead, Iwamura discloses that the determination and execution of an appropriate quality of service option is automated (Detailed Description: ¶¶ 24-25 -- If a user has met the conditions of a traffic agreement, then the demanded QOS is maintained and guaranteed. Otherwise, e.g., if the user has insufficient funds, the demanded QOS is not maintained and/or guaranteed. The network performs this evaluation and provides the appropriate QOS levels automatically). However, Official Notice is taken that it is old and well-known in the art of automation to manually perform an activity that is typically automated. For example, when an automated system is down, it is often important for human users (when possible) to carry out the responsibilities of this automated system by hand in order to minimize inconvenience to customers. Similarly, the ability for a human user to manually override an automated function is important in scenarios where the automated functionality is improperly programmed or is not programmed to address special circumstances that are better appreciated by human reasoning. Therefore, the Examiner submits that it would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify Iwamura such that the determination and

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execution of an appropriate quality of service option may be performed manually in order to minimize inconvenience to customers when an automated system (that normally performs these functions) is down as well as to allow a human user to manually override an automated function in instances where the automated functionality is improperly programmed or is not programmed to address special circumstances that are better appreciated by human reasoning.

[Claim 28] Iwamura does not expressly teach that the automated system is an interactive voice response unit; however, Iwamura does receive a quality of service demand request from its users (Detailed Description: ¶¶24-26). Official Notice is taken that it is old and well-known in the art of service provider-customer interactions for a service provider to accept service requests from a user via an interactive voice response unit. The use of an interactive voice response unit is commonly used to reduce the service provider's costs of employing additional human operators to interact with the customers. Therefore, the Examiner submits that it would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify Iwamura such that its automated system includes an interactive voice response unit in order to reduce Iwamura's costs of employing additional human operators to interact with its users.

[Claim 29] Iwamura does not expressly teach that the automated system is an electronic forms processor; however, Iwamura does receive a quality of service demand request from its users (Detailed Description: ¶¶24-26). Official Notice is taken that it is old and well-known in the art of service provider-customer interactions for a service

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provider to accept service requests from a user via an electronic forms processor. The use of an electronic forms processor is commonly used to reduce the service provider's costs of employing additional human operators to interact with the customers since an electronic forms processor processes user requests more efficiently, without requiring human intervention. Therefore, the Examiner submits that it would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify Iwamura such that its automated system includes an electronic forms processor in order to reduce Iwamura's costs of employing additional human operators to interact with its users since an electronic forms processor processes user requests more efficiently, without requiring human intervention.

[Claims 23-24] Claims 23-24 recite limitations already addressed by the rejection of claims 4-5 above; therefore, the same rejection applies.

11. Claims 25-26 are rejected under 35 U.S.C. 103(a) as being unpatentable over Iwamura (JP 10-51445 A) in view of Levy et al. (U.S. Patent No. 5,291,550), as applied to claim 18 above, in view of Yeh (U.S. Patent No. 6,690,929), and further in view of Applicant's admitted prior art (i.e., unchallenged Official Notice). (A human-machine assisted translation, obtained from the web site of the Japanese Patent Office, has been provided. Additionally, the manual translation is incorporated into the Office action to provide further clarification for the human-machine assisted English translation of Iwamura (JP 10-51445 A), previously provided to Applicant.)

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[Claims 25, 26] Iwamura does not expressly teach that, in step (d), the client data comprises at least an identified phone number belonging to the client (claim 25); however, Yeh allows cell phone customers to negotiate access to greater or lesser bandwidth based on a willingness to pay the current asking price for the desired amount of bandwidth (col. 3, lines 29-40; col. 4, lines 28-43). In other words, priority is given to certain customers over others in an effort to increase the service provider's profit (which is also suggested in col. 1, lines 59-64 of Yeh). Furthermore, Official Notice is taken that it is old and well-known in the art of cellular phone service for a cellular phone service provider to identify its customers based on their respective cellular phone number(s). This facilitates record management since cellular phone numbers are identifiers that are unique to the customers using these cellular phone numbers. Since both Iwamura and Yeh are directed toward optimizing network resource allocation (e.g., of bandwidth) to customers who are willing to pay for priority service, the Examiner submits that it would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to modify Iwamura such that, in step (d), the client data comprises at least an identified phone number belonging to the client in order to facilitate a more profitable allocation of cellular phone network bandwidth to its customers. Furthermore, by expanding Iwamura's concept of bandwidth allocation to the cellular phone area, Iwamura reaps the benefits of having access to a larger customer base (such as potential for increased profits).

Furthermore, as per claim 26, Iwamura does not expressly teach that, in step (d), the client data includes a promotional code or password. However, Yeh discloses that

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an in-call user may be given a "discount [that] can be applied to the quoted price versus a new user. In this way, the greater annoyance to the user from a dropped connection can be taken into account properly through a market mechanism, rather than through the potentially inefficient reservation mechanism." (Yeh: col. 6, lines 34-44). This practice is meant to improve customer satisfaction since Yeh admits that "annoyance to the user is greater for a dropped call than a blocked call." (col. 6, lines 34-36)

Therefore, the Examiner submits that it would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to further modify the Iwamura-Yeh combination such that, in step (d), the client data includes a promotional code or password (as taught by Yeh, i.e., the discount) in order to encourage continued patronage from the cellular phone customers by minimizing customer annoyance due to dropped calls (as suggested by Yeh).

Conclusion

12. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the

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shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Susanna M. Diaz whose telephone number is (571) 272-6733. The examiner can normally be reached on Monday-Friday, 8 am - 4:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, James Trammell can be reached on (571) 272-6712. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.


Susanna M. Diaz
Primary Examiner
Art Unit 3694

March 14, 2007